FIG. 4

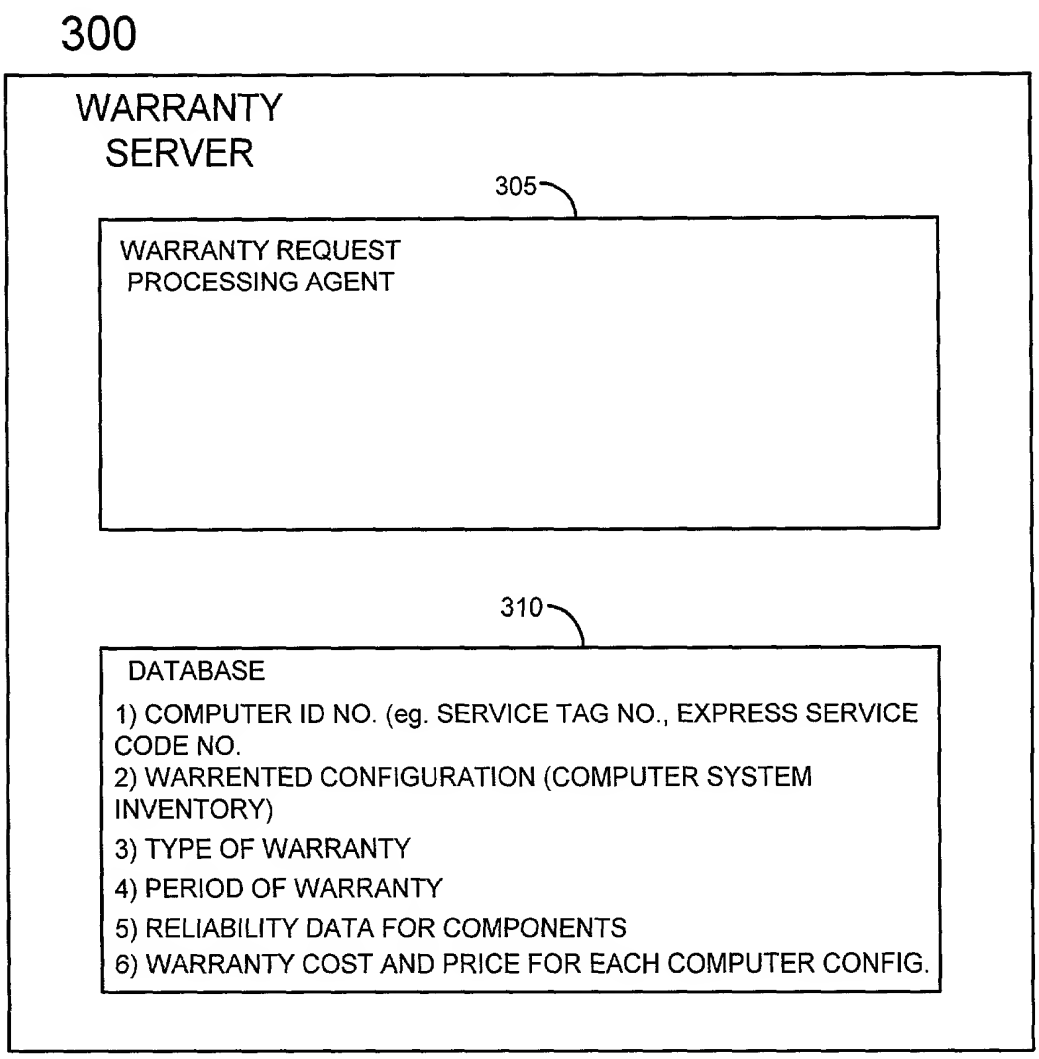
300
WARRANTY SERVER
305
WARRANTY REQUEST PROCESSING AGENT
310
DATABASE
1) COMPUTER ID NO. (eg. SERVICE TAG NO., EXPRESS SERVICE CODE NO.
2) WARRENTED CONFIGURATION (COMPUTER SYSTEM INVENTORY)
3) TYPE OF WARRANTY
4) PERIOD OF WARRANTY
5) RELIABILITY DATA FOR COMPONENTS
6) WARRANTY COST AND PRICE FOR EACH COMPUTER CONFIG.

FIG. 5A

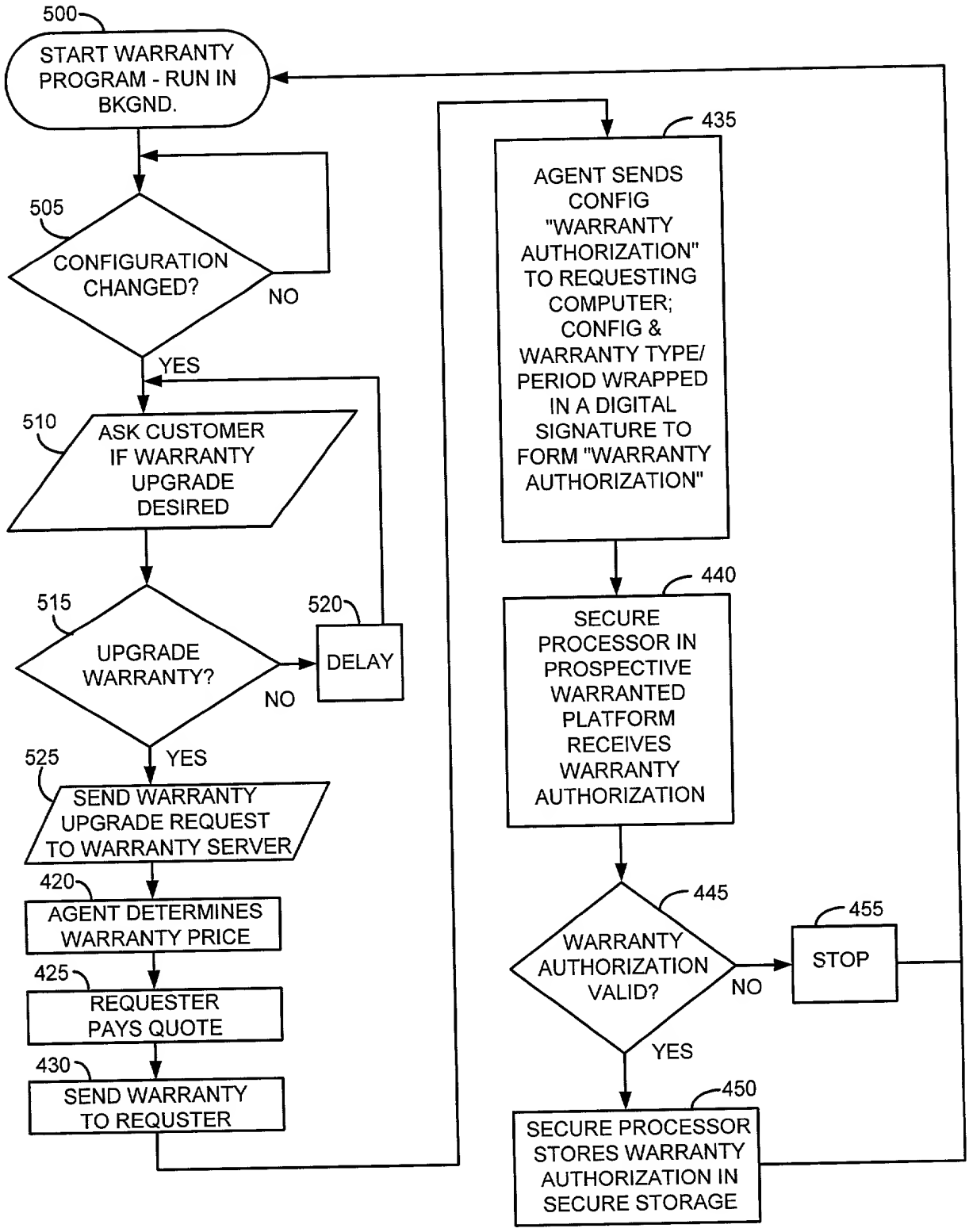

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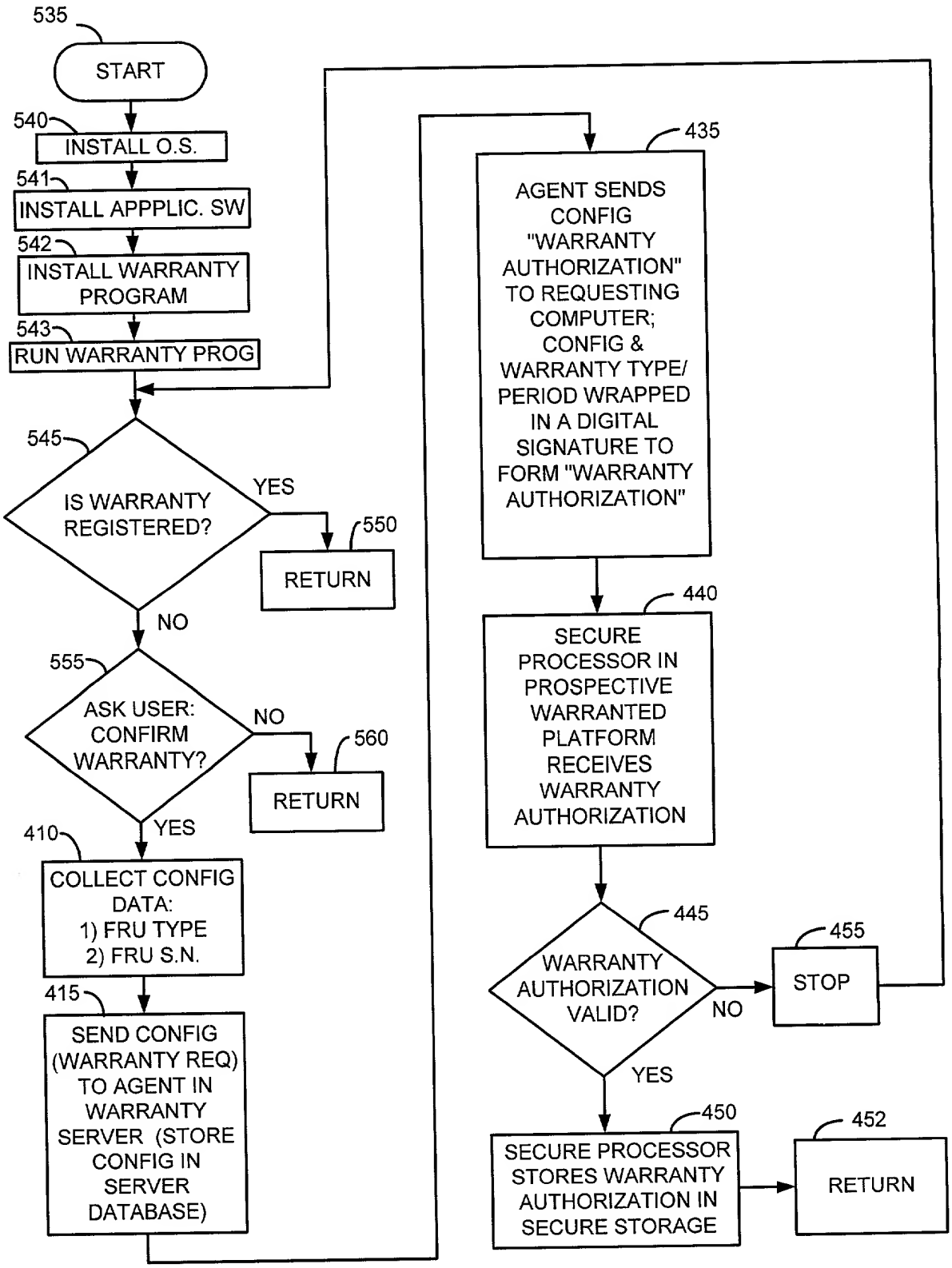
FIG. 5B



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